



www.esahec.org

Eastern Shore Area Health Education Center

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ANNUAL REPORT 2014—2015

*Connecting Students to Careers, Professionals to Communities
and Communities to Better Health*



Images of the Shore by Joan Smith, LCSW

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Eastern Shore Area Health Education Center

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Maryland Statewide **Medical Educaŕon & Training System**

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Vice President for Medical Affairs,
Dean, University of Maryland School of Medicine

Richard Colgan, MD

Professor
Vice Chair of Medical Student Educaŕon and
Clinical Operaŕons
University of Maryland School of Medicine
Department of Family and Community Medicine
Director, Maryland Area Health Educaŕon Center

Nikkita Southall, MD

Course Director, Introducŕon to Clinical Medicine
University of Maryland School of Medicine



AHEC MISSION STATEMENT

***THROUGH COLLABORATIVE PARTNERSHIPS, AHEC SHALL BECOME THE LEADER IN
PROVIDING EDUCATIONAL SERVICES AND PROGRAMS TO ASSIST EASTERN SHORE
COMMUNITIES IN THE RECRUITMENT AND RETENTION OF HEALTH CARE
PROFESSIONALS***

VISION STATEMENT

***IMPROVED ACCESS FOR ALL COMMUNITIES ON THE EASTERN SHORE TO QUALITY
HEALTH CARE***



Letter from Board President Addie Eckardt and Executive Director Jacob F. Frego

Dear ESAHEC Friends and Supporters,

Any individual or organization not accepting change gets it anyway!

- Anonymous philosopher

“Change” is certainly in the air for the Eastern Shore Area Health Education Center. Initiated under the direction of the Board of Directors, the Center is in the process of reviewing its programs and services and asking the questions: Can we do better? Are we serving the needs of our region? Are there opportunities we should consider?

Those questions and this effort stems from the Board’s realization that while the Center’s programs and services are successful, to maintain this level of success and be able to respond to new opportunities, requires funding sustainability; which is crucial in program development and particularly in view of constantly diminishing resources. This is a long-term effort and will be reported on in future Annual Reports.

As this effort unfolds, the Center’s Programs and Services continue at a high level. Under The Affordable Care Act a substantial number of Eastern Shore residents have health care insurance. Much remains to be accomplished and the Navigators are doing an excellent job in reaching as many of the uninsured as possible. Under the Clinical Education Program we are working hard to demonstrate to the health professional student that the Eastern Shore is a good place to work and live!

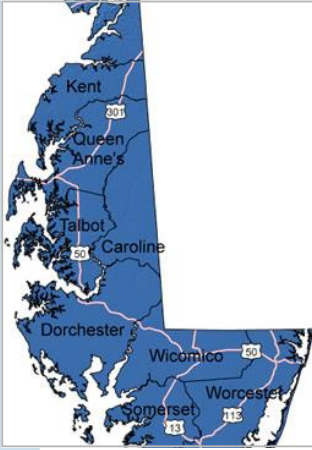
Change is coming also to the health care system as the role of the Community Health Worker (CHW) continues to be better understood and appreciated. CHW’s are demonstrating a very sound investment and the Center is very proud that its CHW training program is recognized for its high quality.

All of these programs are contained in this Annual Report and while change is in the air, what has not changed is the absolute appreciation of the ESAHEC to all its partners who contribute to the success of the Center’s efforts. Without them we simply could not achieve our successes.

To all our Partners we can only say – Thank You!



Who We Are, What We Do



Map of ESAHEC
Service Area

The Eastern Shore AHEC is a private, non-profit, 501(C)(3) organization, which became programmatically operational in 1997. Governed by a 16 person Board of Directors, AHEC serves the nine counties comprising Maryland's Eastern Shore.

To accomplish our mission, AHEC works to recruit and retain health professionals in the medically underserved areas on the Eastern Shore. This includes health care education programs for both health professionals in the service area and students from colleges and universities both in Maryland and surrounding areas. The outcome of the Center is to retain and encourage jobs in health care.

AHEC develops community-based programs covering:

- Clinical Education
- Continuing Education
- Health Careers
- Community Health Worker Training
- Oral Health
- Geriatric Training
- Library Information Services

EARN: Employment Advancement Right Now

Employment Advancement Right Now (EARN) Maryland is a state-funded, competitive workforce development grant program that is industry-led, regional in focus and a proven strategy for helping businesses cultivate the skilled workforce they need to compete. EARN Ready to Care is an Eastern Shore partnership dedicated to training Certified Nursing Assistants (CNAs) and Geriatric Nursing Assistants. This training is divided into two modules, Direct Care (CNA/GNA training) and Behavioral Health. EARN Ready to Care has just wrapped up its first year and is making exciting progress. Following are some of the highlights experienced in the program's first year:

- The EARN Core Group has been working earnestly to modify and promote the Direct Care (CNA/GNA) module offerings and the Advanced CNA course. These trainings will begin in the next fiscal year. Our goal is to train and employ 30 individuals.
- The Behavioral Health Module has been a tremendous success. Each college, Cecil, Chesapeake, and Wor-Wic received funding for two classes of thirty students. To date, Cecil has completed their first class, training 28 individuals with a second class being planned. Chesapeake and Wor-Wic will offer their trainings in the next fiscal year.



Oral Health Outreach

Having completed another school year of Oral Health Outreach Activities by the Tooth Fairy's Helper, aka Jeanie Holtz, RDH, the results have been great with many elementary schools visited. **5,450** dental home care kits have been distributed after a presentation by the Tooth Fairy's Helper. This continues to be the most effective form of educating the very young, Pre-K thru 2nd grade levels. This past year we started using evaluation forms for students & teachers to help us determine where improvement may be needed.



The Tooth Fairy's Helper visited the students at Sandy Hill Elementary and the Pre-K classes at Greensboro Elementary School where she taught about brushing, flossing, and eating foods that are essential in maintaining positive Oral Health.



Funding through MDAC, Maryland Dental Action Coalition, allowed a pilot project to begin involving the Early Head Start Program in Talbot County. These children will be receiving 3 fluoride varnish applications during the course of a year and hopefully followed for a 5 year period. Parent education sessions are included in this project.

Dental supplies have been provided to WIC in Dorchester, Talbot & Caroline County with the Maryland Office of Oral Health funding. Jeanie Holtz, RDH has remained working at the WIC office applying fluoride varnish and one-on-one sessions with parents for their children's dental health.

Other venues where oral health outreach and education has occurred are: Daycare centers, Eastern Shore Hospital, Memorial Hospital, Libraries, and Health Fairs.

Please contact Ms. Holtz if you would like to learn more about AHEC's Oral Health Program at 410-221-2600 or jholtz@esahec.org.



GERIATRIC PROGRAMS

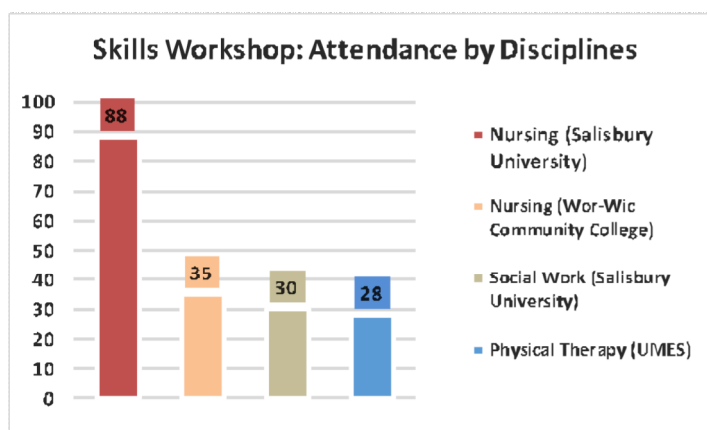
Geriatric funding for this year was supported by a University System of Maryland Redeployment grant to the Geriatrics and Gerontology Education and Research (GGEAR) program at University of Maryland, Baltimore under the direction of Reba Cornman, MSW and Johns Hopkins Geriatric Education Center (GEC) Consortium under the direction of Jane Marks, RN, MS, FNGNA. A total of **335** healthcare students were reached in FY 2015.

Geriatrics and Gerontology Education and Research (GGEAR) Program

This past year funding from the program at University of Maryland, Baltimore supported six (6) Geriatric Assessment Interdisciplinary Team (GAIT) training projects and a Multidisciplinary Clinical Skills Workshop: Assessment Tools of Older Adults.

Multidisciplinary Clinical Skills Workshop: Assessment Tools of Older Adults

The fifth annual half-day workshop was held at the Wicomico Youth & Civic Center in Salisbury on October 17, 2014. One hundred eighty-one (181) students attended, including Nursing and Social Work students from Salisbury University, Nursing students from Wor-Wic Community College and Physical Therapy students from University of Maryland Eastern Shore. Additional funding through another grant supported the nursing students from Wor-Wic Community College. The workshop was well received by both faculty and students in attendance. Evaluations reflected 90-99% of participants rated the workshops as Good to Excellent.



Johns Hopkins Geriatric Education Center (GEC) Consortium

The Johns Hopkins Geriatric Education Center Consortium grant provided for eighty-nine (89) Nursing students from area community colleges to attend three (3) geriatric training programs. Chesapeake College nursing students attended a Nursing Colloquium on Older Adults held on September 26 at the Milestone in Easton. Wor-Wic Community College nursing students attended the Multidisciplinary Clinical Skills Workshop in October at the Wicomico Youth & Civic Center and a GAIT workshop at Atlantic General Hospital in Berlin.

"This program far exceeded my expectations and I would highly recommend it to everyone I know. This really provides an excellent look into other professions that we will be working with, as well as a fantastic networking experience."

GAIT Participant

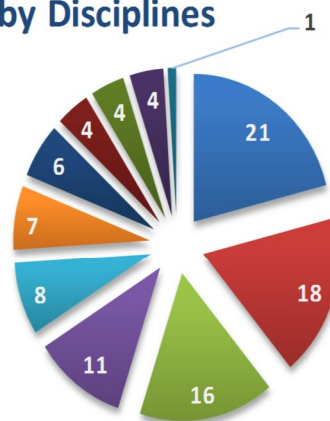
GERIATRIC PROGRAMS (CONT)

Geriatric Assessment Interdisciplinary Team (GAIT) Training

A total of **100** students attended GAIT training workshops this year with an average of thirteen (13) students per session representing various disciplines including: Physical Therapy (21), Physician Assistant (18), Pharmacy (16), Family Studies (11), Social Work (8), Nursing (7), Speech and Language Therapy (6), Dietetics (4), Occupational Therapy (4), Gerontology (4), and Conflict Analysis & Dispute Resolution (1). Ninety-two (92%) percent of attendees rated the overall quality of the GAIT Program as EXCELLENT and ninety-six (96%) percent of attendees would recommend the GAIT program to other students.

FY 15 GAIT Attendance by Disciplines

- Physical Therapy
- Physician Assistant
- Pharmacy
- Family Studies
- Social Work (includes Graduate students)
- Nursing (includes Graduate Nursing)
- Speech Language Pathology/Audiology
- Occupational Therapy
- Dietetics
- Gerontology
- Conflict Analysis & Dispute Resolution



GAIT students attended a 2-day training at Atlantic General Hospital in Berlin on the topic of *Reducing Hospital Readmissions*.

"A great opportunity for exposure to interdisciplinary practice, geriatrics and providing services in rural areas."

CLINICAL EDUCATION

“My preceptor is the epitome of a great preceptor and mentor. All of her patients and the clinic staff love her because she's so approachable, knowledgeable and patient. I was so lucky to have her as a preceptor. I plan on keeping in touch with her throughout my career.”

*Clinical
Education
Student*

The Eastern Shore AHEC's clinical education program serves an extensive array of students principally from the University Of Maryland School Of Medicine. This program is well received throughout the region and enjoys strong support and involvement of Primary Care preceptors. While the majority of preceptors are physicians, others are in the field of Dental, Physician Assistant and Pharmacy. The program offers advanced level health care students the opportunity to experience primary care practices in a rural setting under the guidance of a board certified preceptor in family medicine, internal medicine, or pediatrics. This year **117** students participated in the AHEC program working directly with professionals in the community for over **17,080** contact hours.

The third year of the Primary Care Track Program welcomed **18** students to the Eastern Shore to participate in a two week shadowing experience. This program provides students with a longitudinal mentorship with a physician in the student's first year. After the summer shadowing experience, ongoing contact with the mentor through online discussions continue along with the possibility of working with the same mentor for a portion of the third year primary care clerkship and again during the fourth year AHEC rotation. This experience exposes students to practice settings that are not often included in traditional medical school training.

Housing for students was again provided with apartments in North East, Chestertown, Easton, Cambridge and Salisbury. A new townhouse in Berlin was added and can accommodate five students. Also, a new apartment is centrally located in North East, Cecil County and can accommodate four students. With the additional availability of housing, new preceptors are being actively recruited to mentor the University of Maryland School of Medicine 4th year students during their four week primary care rural rotation. Dr. Robert Bauer continues to provide housing and placements for students in St. Mary's County in Southern Maryland through a partnership with the University of Maryland School of Medicine.

Primary Care Track students enjoying a day on the Nathan of Dorchester during their 2 week rotation.



2015 PRECEPTORS

MEDICINE

Lanre Akinkunmi, MD
 Glenn Arzadon, MD
 Apar Bains, MD
 Thomas Biondo, MD
 Lisa Breslow, MD
 Stephen Breslow, MD
 Melinda Butler, MD
 Edwin Castaneda, MD
 Alon Davis, MD
 Elizabeth Elliott, MD

Mitchell Gittelman, DO
 Jamie Harms, MD
 Brent Hofmann, MD
 Mark Langfitt, MD
 Sheri Moore, MD
 Eugene Newmier, DO
 Helen Noble, MD
 Danielle Orr, MD
 Julio Ramirez, MD

Brookellen Rider, DO
 Corazon Sanchez, MD
 Frances Seymour, MD
 Hi Sim, MD
 Barbara Socha, MD
 Timothy Sniezek, MD
 Charles Stegman, MD
 Janika Wallace, DO
 Thomas Walsh, MD

DENTAL

Sandra Garbely, DMD
 Scott Wolpin, DMD
 David Bradford, DDS
 Celeste Ziara, DDS

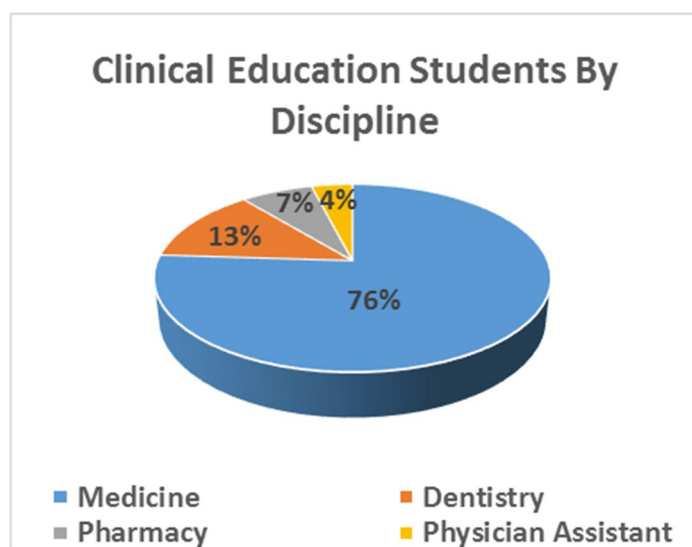
PHYSICIAN ASSISTANT

James Burns, DO

PHARMACY

William Boothe, PharmD
 Dennis Killian, PharmD, PhD
 Miranda O'Brian, PharmD
 Lisa Brooks, PharmD
 Kim Couch, PharmD

Thank you to all of our dedicated preceptors for their commitment to primary care medicine and the AHEC clinical education program.



“Thank you for coming to speak with our students this spring. We look forward to growing our relationship with you and the Eastern Shore AHEC”

“It is because of your efforts, our students and staff were provided a special day to focus on the benefits of personal health and well-being”

Health Careers Students

*For more information or to setup a career counseling appointment, please contact
Cyndi Slacum @
410-221-2600 or
cslacum@esahec.org*

HEALTH CAREERS

A major highlight of the Health Careers Program, Healthcare Careers Day is hosted by Chesapeake College in partnership with the Eastern Shore AHEC and Shore Regional Medical Center's Nurse Support Program. In October 2014, we hosted **218** students from five mid-shore counties to learn about the wide variety of healthcare opportunities. The conference-style event included an opening ceremony, keynote speaker and breakout sessions with a large variety of working healthcare professionals.

In short breakout sessions, the students were exposed to over 70 healthcare professionals. The breakout sessions are followed by Career Lane, where the students, teachers and guidance counselors can interact with the healthcare professionals one on one. Businesses hiring these students are also represented, along with additional disciplines in the healthcare field.



Mini Medical School for Teens 2015

The Winter 2015 session of the Mini Medical School for Teens was undertaken in cooperation with the Upper Shore Workforce Investment Board (WIB). Nineteen (19) high school students attended six Saturday sessions from January 17th—March 21st which were designed to demonstrate to the students the number of tremendous employment opportunities and jobs in the health care field. Sessions included CPR lessons, Pharmacy, mental health field, aging simulation sensitivity training and children's oral health along with a hospital visit to University of Maryland Shore Medical Center at Easton.

Mini-Med students visiting Shore Regional Health in Easton.



AFFORDABLE CARE ACT

ESAHEC continues its contract with Seedco, Inc. and the Maryland Health Benefit Exchange to implement the Affordable Care Act on Maryland's Eastern Shore. The goal of the Affordable Care Act of 2010 is to make health coverage affordable and more accessible for Marylanders, giving citizens the opportunity to access health insurance care for themselves and their families.

Seedco along with the ESAHEC works with the Department of Health and Mental Hygiene, Maryland Insurance Administration, Department of Human Resources and various partners to reach the citizens of Kent, Caroline, Talbot, Queen Anne's and Dorchester Counties assisting them to enroll or maintain their healthcare coverage.

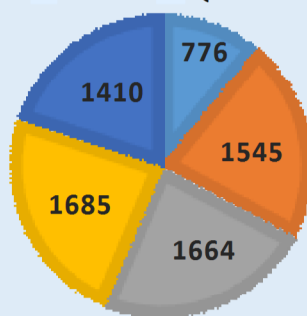
The ESAHEC's five (5) Navigators in each county are responsible and dedicated to enrolling the uninsured and providing assistance for all insurance plans and programs. An added component of health literacy assistance from the Navigators has become increasingly important for the newly insured in order to navigate and understand an often times complex healthcare system.

2015 Open Enrollment proved to be even busier than 2014 with **3,841** enrolled in Medicaid and **3,239** enrolled in Qualified Health Plans within the five counties.

The next open enrollment period for 2016 coverage is scheduled from November 1, 2015 to January 31, 2016.

2015 TOTAL ENROLLMENT BY COUNTY = 7080

■ Kent ■ Caroline ■ Talbot ■ Queen Anne's ■ Dorchester



COMMUNITY HEALTH WORKERS(CHW)**Core Training for new CHWs**

ESAHEC's Community Health Worker Training Program is a comprehensive 60 (now 80) hour curriculum designed to equip CHWs with the practical skills, knowledge and tools to access health information, conduct health education and promotion, assist with disease prevention and chronic disease management, make referrals, coordinate services and navigate the health care system for their clients and communities in a culturally responsive manner.

Wanda Molock, was hired as a co-trainer for the core training and provided valuable perspective, insight, and first-hand experience and knowledge as a veteran CHW.

Two cohorts were trained during FY2015 with **twenty (20) individuals enrolling in the program**. A total of **17 participants** completed the training requirements and received certificates:

Cohort 1: Health Enterprise Zone – Dorchester Caroline/Caring Connections (9 CHWs)

Agencies with CHW programs:

Associated Black Charities – 1 participant Chesapeake Multicultural Resource Center – 2 participants
Bethel United Methodist Church - 2 participants Chesapeake Center for Healthy Living – 1 participant
Community members approved through application process: (5 participants with 3 completing the training)



CHWs with co-trainers, Wanda Molock and Lisa Widmaier

Cohort 2: Project Living Well (8 CHWs)

Agencies with CHW programs:

MAC, Inc. – 5 participants Peninsula Home Care (in collaboration with PRMC) – 3 participants

Eight (8) CHWs posing with their certificates of completion.



COMMUNITY HEALTH WORKERS (con't)

Self-Management Training

Chronic Disease Self-Management Program (CDSMP) and Diabetes Self-Management Program (DSMP) workshops were held at the Cambridge Senior Center in FY2015.

CDSMP is a low-cost program that helps individuals with chronic conditions learn how to manage and improve their own health, while reducing health care costs. The program focuses on problems that are common to individuals suffering from any chronic condition, such as pain management, nutrition, exercise, medication use, emotions, and communicating with doctors. Led by a pair of trained facilitators, many of whom have their own chronic health problems, workshops cover 17 hours of material over a six-week period. During the program, approximately 15–20 participants focus on building the skills they need to manage their conditions by sharing experiences and providing mutual support.



CDSMP Program Peer Leaders, Lisa Widmaier and Julie Donaldson, with Cambridge Senior Center participants

Continuing Education for trained CHWs

Date	Topic	Training Hours	#of Participants
February 11, 2015	Oral Health Basics & Local Resources	1.0	16
March 4, 2015	Stress Reduction	1.5	17
April 8, 2015	Healthy Eating on a Budget	2.5	16
June 9, 2015	Diabetes 101	3.0	6
June 16, 2015	Behavioral Health 101	3.0	6
June 23, 2015	Nutrition & Physical Activity (Obesity)	3.0	13
June 30, 2015	Heart Disease/Heart Health	3.0	9



Guest speakers, Judy Gaston, RN, MS and Katy Battani, RDH, MS presented at the Oral Health Update Session February 11, 2015.

Senator, Addie Eckardt, spoke on Heart Disease and Heart Health on June 30, 2015.



CONTINUING EDUCATION

Overall, the Continuing Education Program delivered **70 programs to 2,289 participants** in FY 15. This exceeds the number of offerings and participants engaged in FY 14 (41 programs reaching 2,162 participants) in spite of level funding. An intentional effort was made to more consistently measure knowledge change and learning objectives met as a result of program participation in FY 15. **Nine out of ten participants reported that learning objectives were met and they experienced an increase in knowledge as a result of the program they attended.** Several new evidenced-based initiatives were implemented in conjunction with federal, state and regional partnerships and priorities.

Discipline/Type of Program	Number of Programs	Number of Professional Participants	Number of Students/Community Members	Learning Objectives Met/ Knowledge Change Reported
Affordable Care Act	11	225		166
Behavioral Health	6	190		165
Community Health Worker Trainings	2	225		222
Cultural Competency	1	33		33
Geriatrics	11	381	106	441
Health Literacy	3	84		84
Integrated Interagency Care	3	90		89
Oral Cancer Outreach	12	263	69	332
Pharmacy	8	233	44	277
Social Work	5	131		124
Workforce Development	8	215		152
TOTALS	70	2,070	219	2,289

Continuing Education Programs strives to work with many partners in order to offer continuing education opportunities that are interdisciplinary in nature, meeting the needs of all levels of health care professionals and entities. The ESAHEC is a strong partner along with 25 other agencies and organizations within the Competent Care Connection – Caroline/Dorchester Health Enterprise Zone (HEZ). HEZ is demonstrating how to improve health outcomes, improve quality of care and service delivery and decrease health care costs. Working closely together, partners have been able to divert hundreds of consumers from emergency room visits and incarceration. Referrals have enabled these clients to become actively engaged in programs and services that increase participation in exercise programs (65% of participants engage in exercise programs at least 3 times per week), chronic disease self-management programs, and behavioral health services that reduce health disparities and increase positive health outcomes.

FINANCIAL SUMMARY

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For the Fiscal Year of July 1, 2014 to June 30, 2015

SEEDCO	\$ 467,432
Maryland Department of Health and Mental Hygiene	\$ 380,205
Federal Funds Received through University of Maryland Baltimore	\$ 109,021
WIC - Oral Health Initiative	\$ 55,952
Seminar / Program Revenue (Talbot DSS, Cancer Research, NAO Veterans, Seminar Revenue)	\$ 53,238
Geriatric Assessment Interdisciplinary Training (GAIT) Program	\$ 47,500
Health Enterprise Zones	\$ 42,750
GEC Consortium Grant (Johns Hopkins)	\$ 40,000
EARN Grant Partnership	\$ 35,790
Southern Maryland - Dr. Robert Bauer	\$ 33,750
Oral Cancer - Dorchester Tobacco Cessation	\$ 11,215
UMB Primary Care Physicians	\$ 10,625
Dorchester County Social Services	\$ 9,749
Community Health Workers	\$ 9,110
Miscellaneous Income (Local Income, Interest Income, Administrative Fees, Restricted Donations)	\$ 9,673
Living Well Today	\$ 9,048
Geriatric Gerontology Education and Research Program	\$ 8,000
Mini-Medical With WIB / Teens / Winter Jobs	\$ 7,225
GGEAR - Certified Nursing Associates Program	\$ 7,000
Office of Health Care Quality	\$ 6,420
Maryland Dental Action Coalition	\$ 3,854
ASST - Aging Sensitivity Simulation Training	\$ 2,045
Wicomico County Health Department	\$ 550
MSNAAC	\$ 270
Caucus and Conferences	\$ 200
TOTAL FUNDS RECEIVED	<u>\$ 1,360,621</u>

Center Staff	\$ 853,627
Center Building	\$ 19,918
Center Travel	\$ 7,255
Center Equipment	\$ 5,075
Preceptor Program	\$ 1,574
Student Programs	\$ 85,936
Learning Resource Center	\$ 37
Center Operations	\$ 387,199
TOTAL FUNDS EXPENDED AND ENCUMBERED BY ESAHEC	<u>\$ 1,360,621</u>

Annual audit will be conducted as of June 30, 2015 by PKS CPA Firm, Salisbury, MD. Financial Summary subject to audit.



Our newest Staffer—2.5 pounds of puppy dog, Lacey Kelly



Staff enjoying a sunny day



Enjoying a Shorebirds game



Navigators busy at an outreach event

The Eastern Shore Area Health Education Center is appreciative of the many partnerships and initiatives established this year with agencies and organizations both statewide and throughout the region.